



Ref: FOIA Reference 2023/24-161

Date: 18<sup>th</sup> July 2023

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 15<sup>th</sup> June 2023 requesting information under the Freedom of Information Act (2000) regarding hotel rooms.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am writing to request information regarding ‘care hotels’ as per the following NHS guidance: <https://www.england.nhs.uk/publication/hotel-space-how-to-guide/>**

**Per month in financial year 2022/23, how many hotel rooms were booked? Please provide a breakdown per hotel, and share both the name of the hotel and the provider/company that runs the hotel.**

A1 Nil

**Q2 Per month in financial year 2022/23, please also share the following information:**

- **The cost of a hotel room per care recipient per day**
- **The average patient stay (in weeks) in a care hotel**
- **Whether the Trust is the sole owner of the bookings, or if the booking is shared with another Trust. If the booking**
- **is shared with another Trust, please name the Trust.**

A2 Nil

**Q3 Please share the minutes from all Trust Board meetings in financial year 2022/23, including copies of any presentations, such as PowerPoint slideshows, which were shown during meetings and copies of any written documents that were distributed to those attending the meetings.**

A3 I can confirm that the Trust holds information regarding this question, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust’s public website at the following link:

<https://www.uhnm.nhs.uk/about-us/our-board/trust-board-papers/>

**Q4 I assume that the Trust records the complaints made. For the purposes of this request, I am going to call those records “complaints logs”. You may use a different terminology internally such as “complaint records” or “complaint notes”. Please can you conduct a keyword search across the complaints logs in the financial year 2022/23 for the term “hotel” and provide each complaint log, including the summary of the complaint, the date, the hotel and the provider. Please also provide a total for the number of times the term “hotel” appears.**

**A4 We’ve conducted a keyword search across all PALS informal complaints and all formal complaints opened from 01/04/2022:31/03/2023 and the word “hotel” was not found at all**

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust’s disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust’s FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner’s Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records